Centralized Receivables Service (CRS)
A New Approach to Receivables Management

Agenda

- CRS Mission
- CRS Background
- CRS Benefits , Highlights, and Features
- CRS Performance Results
- CRS Workflow and Life Cycle
- System Process Flow and Technical Requirements
- Sample Implementation Timeline
- How We Can Help You Participate in the Pilot

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CRS Mission

The Centralized Receivables Service (CRS) is a service provided at no charge to federal agency programs to assist in the management of current, non-tax receivables. CRS increases collections and prevents delinquencies while allowing agencies to focus on important core missions.

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CRS Background

- In 2012, the Fiscal Assistant Secretary commissioned a McKinsey study through the Office of Financial Innovation and Transformation (FIT) to assess cost/benefits of centralizing receivables government-wide

- Results were favorable, and FIT partnered with Treasury's Fiscal Service Debt Management Service (DMS) division to pilot the CRS program

- DMS partnered with a Financial Agent and established a Financial Agent Agreement for three years, with two optional one-year extension terms

- CRS went live on December 31, 2012 and began servicing accounts receivable in January 2013

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Benefits-*Cheaper, Faster, Better…*
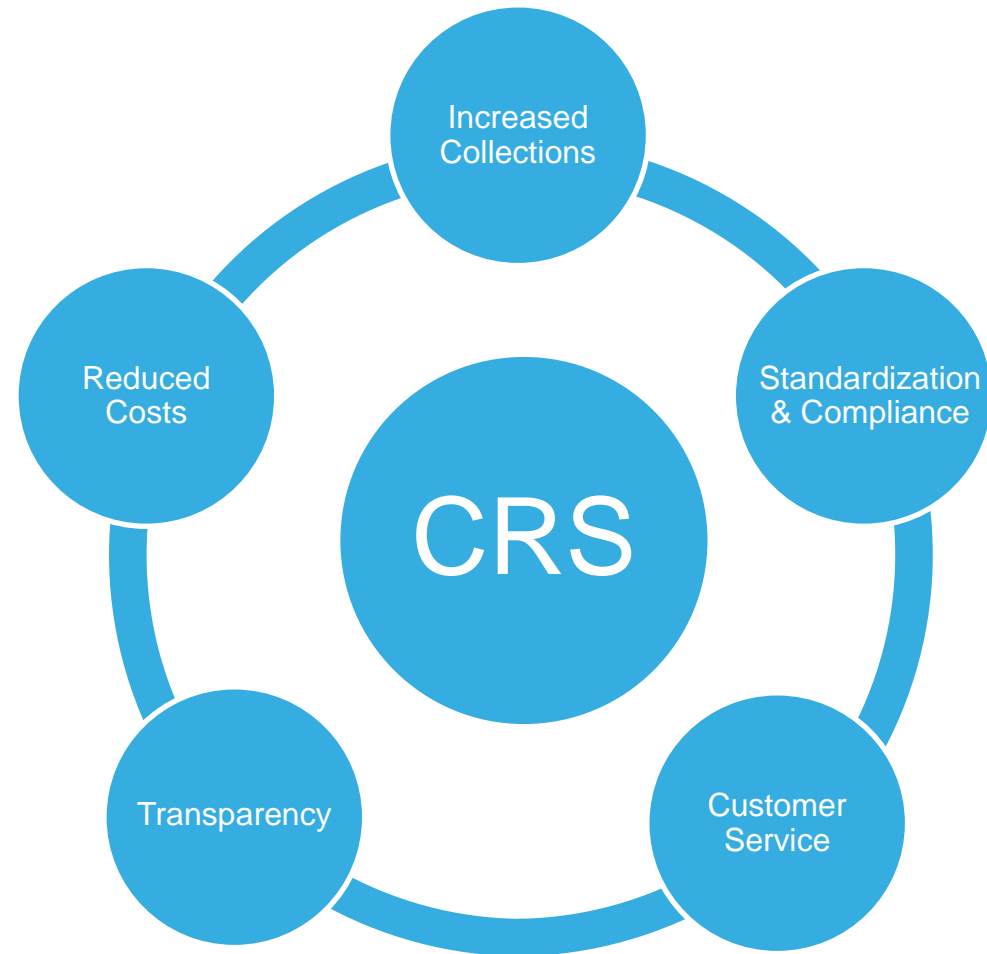
- **Increases collectability and decreases delinquencies** through prompt servicing and invoicing

- **Ensures quality and compliance** with Debt Collection Improvement Act (DCIA), the Data Act of 2014, Federal Claims Collections Standards (FCCS), and the government-wide all electronic initiative

- Offers **state-of-the-art receivables management** with customizable options in an automated and paperless environment that deliver exceptional customer service

- **Full access** to case management, history, and reports

- **Reduced costs** through economies of scale in an automated business environment. **No cost** to agencies in short term and planned legislation for long term to keep CRS at no cost to agencies

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Highlights and Features

"Without CRS, many Military Treatment Facilities struggle to figure out how to process their debts; with CRS, however, they have a clear path to compliance and a light at the end of the tunnel ."

–DOD Navy Hospitals

Services Offered

- ✓ Implementation support and guidance and ongoing post implementation support
- ✓ Agency training
- ✓ Invoicing
- ✓ Account resolution for death, bankruptcy, and entity out of business
- ✓ Full service call center-inbound/outbound
- ✓ Returned mail processing and skip-tracing
- ✓ Payment collections
- ✓ Case History Management
- ✓ Seamless transfer of delinquent debt to DMS Cross-Servicing

Functionality Offered

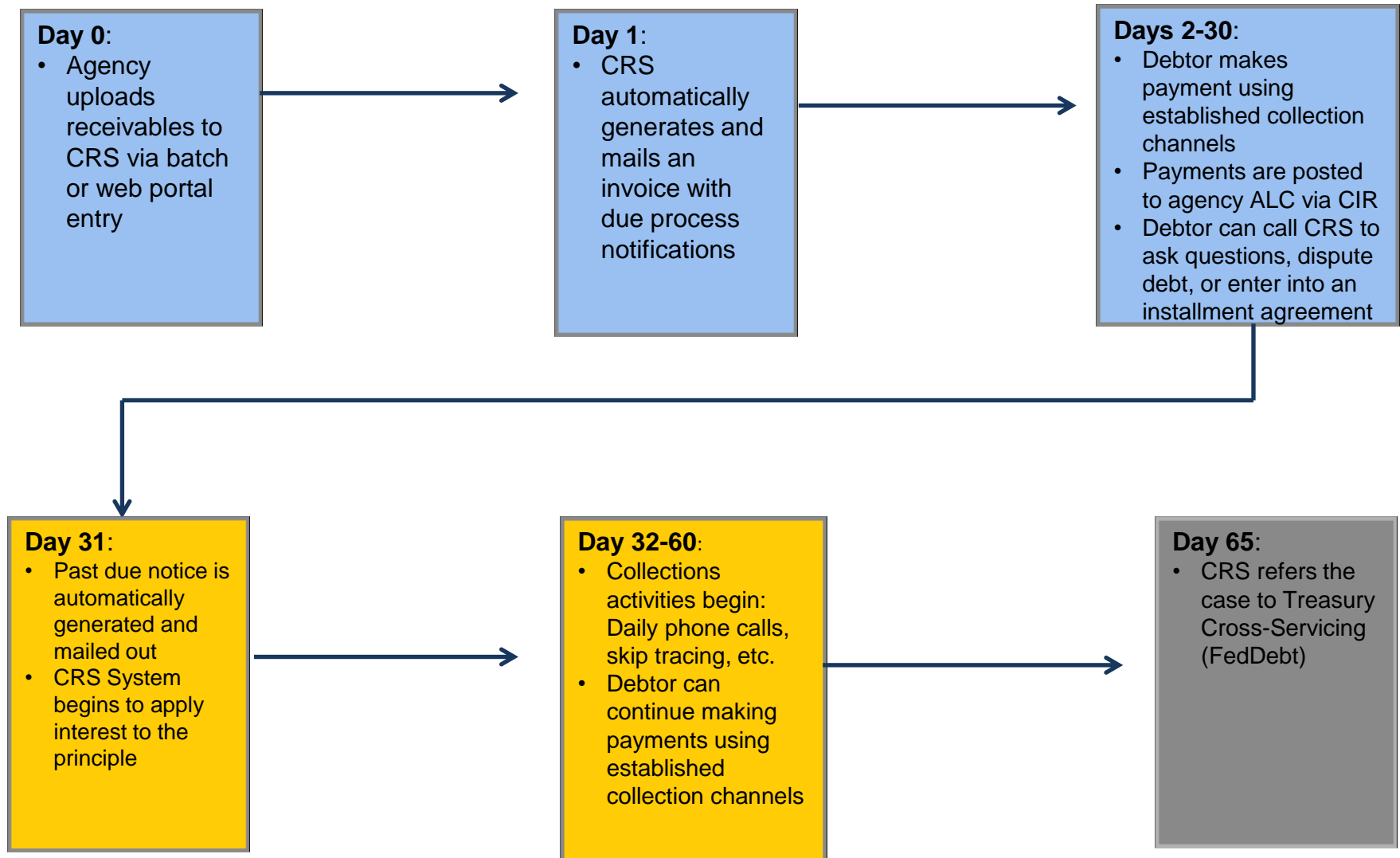- ✓ Collections Information Repository (CIR), Cross Servicing, and Agency Interfaces
- ✓ User-friendly reports
- ✓ Case file with complete case history
- ✓ Configurable collection parameters
- ✓ Variety of payment collection options
- ✓ Portal (online) and batch transmission for case referrals
- ✓ Batch adjustments to update case information

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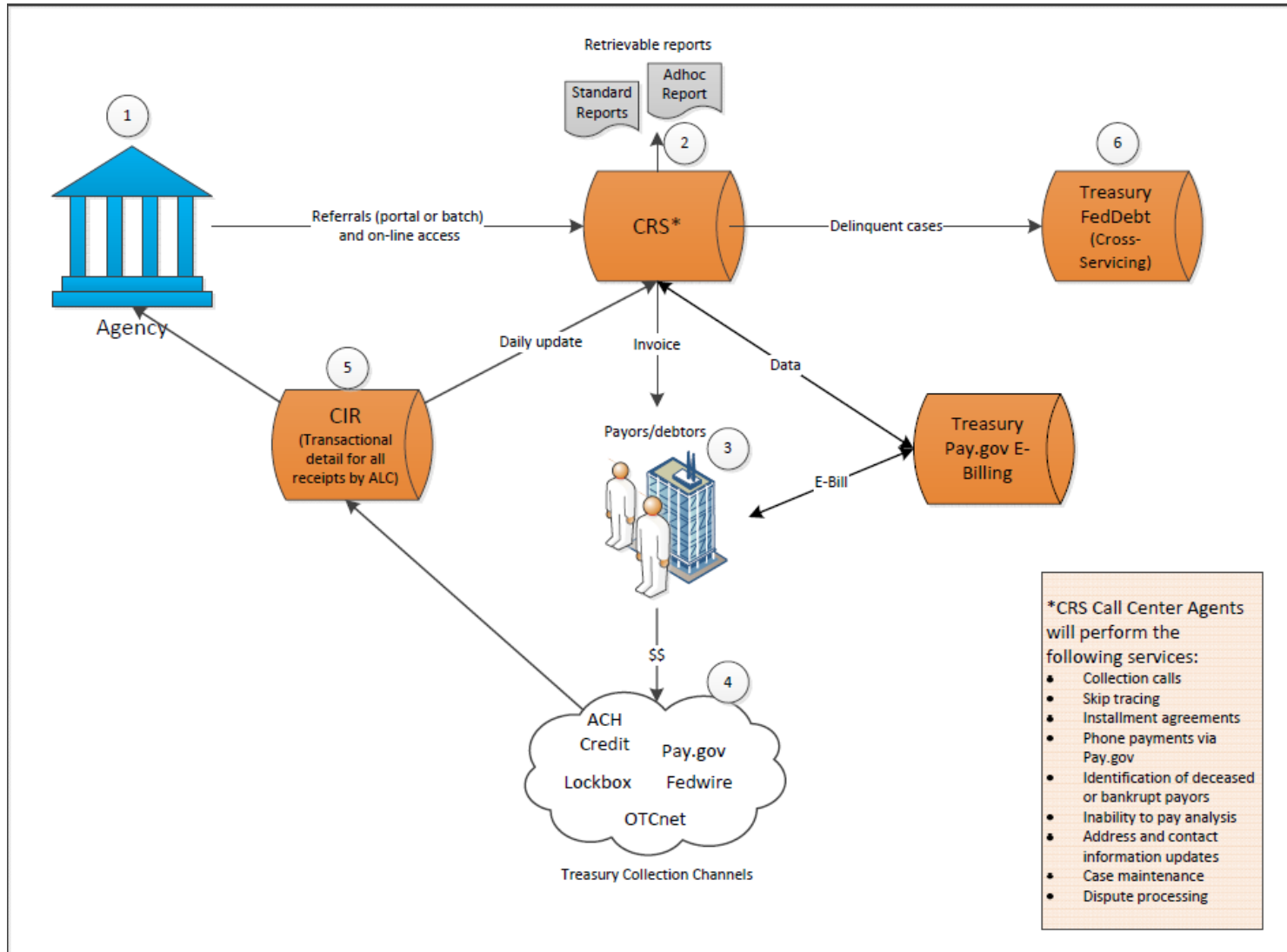# CRS Performance Results

- Current receivables portfolio is over 17,000 cases

- Collections exceed $23 Million

- Average number of days of receivables paid in full is 32

- 99% of inbound calls answered in less than 2 minutes

- 36 agency programs participating

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CRS Receivable Life Cycle

Day 0:
- Agency uploads receivables to CRS via batch or web portal entry

Day 1:
- CRS automatically generates and mails an invoice with due process notifications

Days 2-30:
- Debtor makes payment using established collection channels
- Payments are posted to agency ALC via CIR
- Debtor can call CRS to ask questions, dispute debt, or enter into an installment agreement

Day 31:
- Past due notice is automatically generated and mailed out
- CRS System begins to apply interest to the principle

Day 32-60:
- Collections activities begin: Daily phone calls, skip tracing, etc.
- Debtor can continue making payments using established collection channels

Day 65:
- CRS refers the case to Treasury Cross-Servicing (FedDebt)

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System Process Flow

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Technical Requirements

Systems
- Internet Explorer 8.0 or higher
- Windows XP Operating System or higher
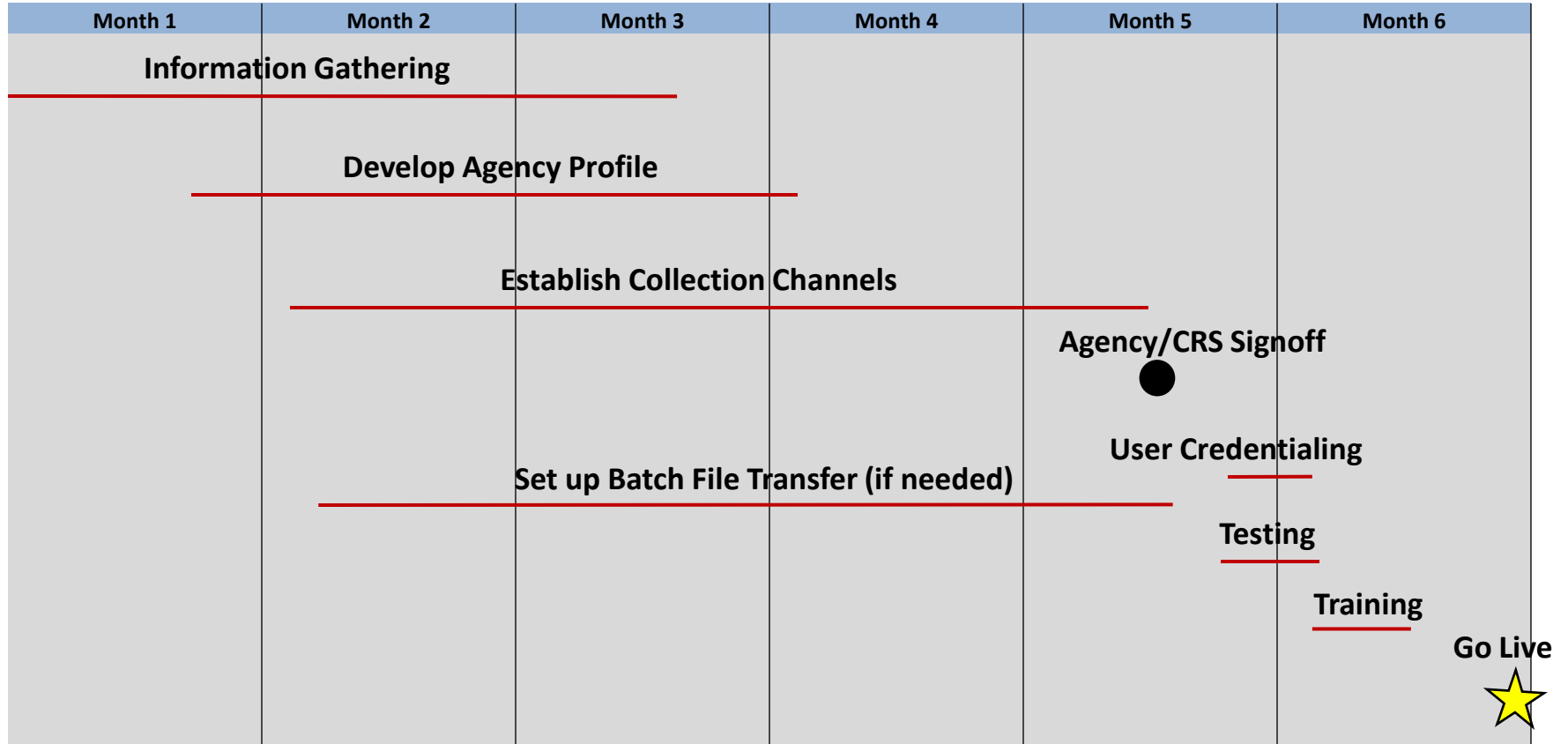- External users require a user identification, password and token

Connectivity
- Option to create receivables through online web portal or batch transmission (Flat File/XDC 2.0 File Format)
- Receivables through batch file using Connect: Direct

CRS Interfaces
- Collections Information Repository (CIR)
- DMS' Cross-Servicing application - FedDebt
- All Electronic Batch Transmission Options:
  - Case Creation (batch transmission)
  - Case Updates to Agency (extract file)
  - Case Updates from Agency (batch adjustments)
  - Uploading Case Documents (batch attachments)

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Sample Implementation Timeline

Month 1	Month 2	Month 3	Month 4	Month 5	Month 6

Information Gathering

Develop Agency Profile

Establish Collection Channels

Agency/CRS Signoff

User Credentialing

Set up Batch File Transfer (if needed)

Testing

Training

Go Live

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How Can We Help You Participate?

1. Offer a demo of the CRS System

2. Help identify a program that would fit the CRS model
   - Considerations:

     Scale ☐ What would the level of participation be?
     - ☐ Agency wide
     - ☐ Bureau specific
     - ☐ Program specific

     Scope ☐ What receivables types would be managed through the CRS program *(time consuming collections, hard to collect receivables)?*

     Timeline & resources ☐ When would you consider implementing CRS?
     - ☐ Who should be the primary point of contact?

3. Assign an implementation lead
   - Discuss your current process with you and perform a high-level analysis to compare it against the CRS standard process
   - Work with you to configure program requirements, develop invoices, plan for go-live, test and train users
   - Sign an Agency Participation Agreement

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